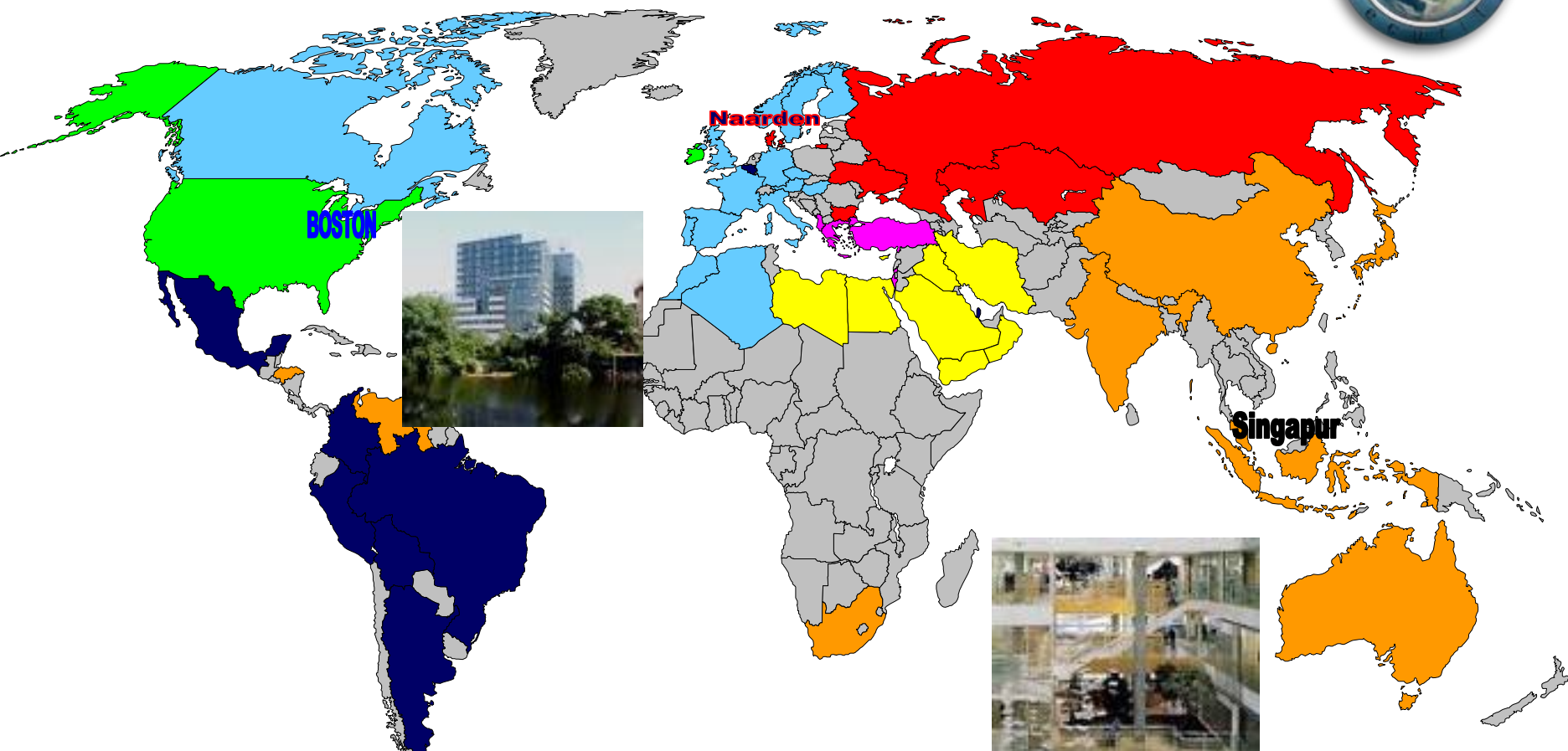


# *Travel Security Awareness*

*Base on Genzyme experience*



# GENZYME



One of the world's leading biotechnology companies, Genzyme is dedicated to making a major positive impact on the lives of people with serious diseases. Since 1981, the company has grown from a small start-up to a diversified enterprise with more than 11,000 employees in locations spanning the globe and 2008 revenues of \$4.6 billion. In 2007, Genzyme was chosen to receive the National Medal of Technology, the highest honor awarded by the President of the United States for technological innovation.

# Travel Security Approach and Main Principles



- **As companies begin to expand their global operations, the requirement for staff, associates and, contractors to travel has grown. Until recently, most companies would ensure that personnel were aware of the potential risks for international travel to high risk areas. However, events such as the Madrid 2004, Jakarta 2003 and 2009, London bombings in July 2005 and, the current threat of extremist and terrorist organizations worldwide, have meant that that all travel now carries a potential risk.**
- **All personnel should be fully aware of the potential risks while travelling. These will differ depending upon the means of travel and the final destination.**
- **These guidelines are one measure used to safeguard personnel while travelling. They cover travel preparation, travel monitoring, general security awareness and actions to be undertaken in the event of an emergency.**

# Travel Preparation - Preparation



- Research your destination(s) by consulting the Genzyme Security and Government Travel Advice Centre for your country of origin..
- Liaise with the host of your visit for the up-to-date situation on the ground in all countries to be visited during your trip. Know how your visit will be managed, including obtaining relevant contact telephone numbers from your host.
- **Understand any cultural, historical and religious issues including conflict, language and potential political pressure..**

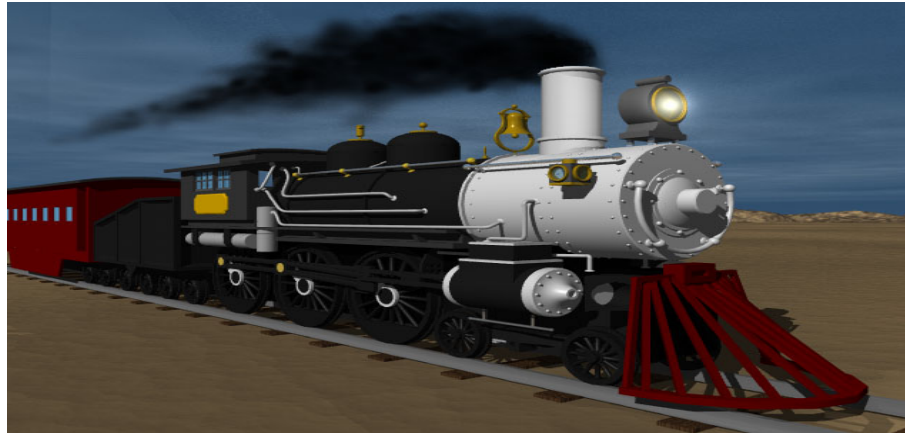
# Travel Preparation - Preparation



- **Assess the level of risk and ensure that any team members are briefed in advance. Ensure that you are provided with a copy of your hosts Information or Visitors Briefing Pack.**
- **Ensure that you know how you are going to be met on your arrival.**
- **Know where you will stay and obtain the correct contact telephone number.**
- **Consider the use of a hard cover suitcase as other types of suitcase can be easily accessed with a sharp knife. Mark the case so it is easily recognizable as yours using colored tape but do not put your name or address on any label.**



# Travel Security - General Awareness



- When you go out, always let someone know where you are going and, when you will be returning.
- When using public transport use well lit stops and have the exact fare when boarding (do not open wallet or handbag in a crowd). Sit near the driver.
- Do not sit in an empty train carriage alone and stay alert at all times.
- **Never get drawn into Political or Religious debates or conversations**

# Travel Preparation - Passports and Visa's

- Consider obtaining a second passport.
- If in possession of two passports, ensure that different passports are used for Muslim countries and Israel. Passports and visas must be valid.
- Ensure that there are sufficient empty pages in the passport. Ensure that visa applications are made at the earliest opportunity and, well in advance of the trip.
- Use a „Bland“ description of your job title which will assist in maintaining a low profile.
- Ensure that you have at least two photocopies of your passport and other important documents and, keep them in separate and safe locations

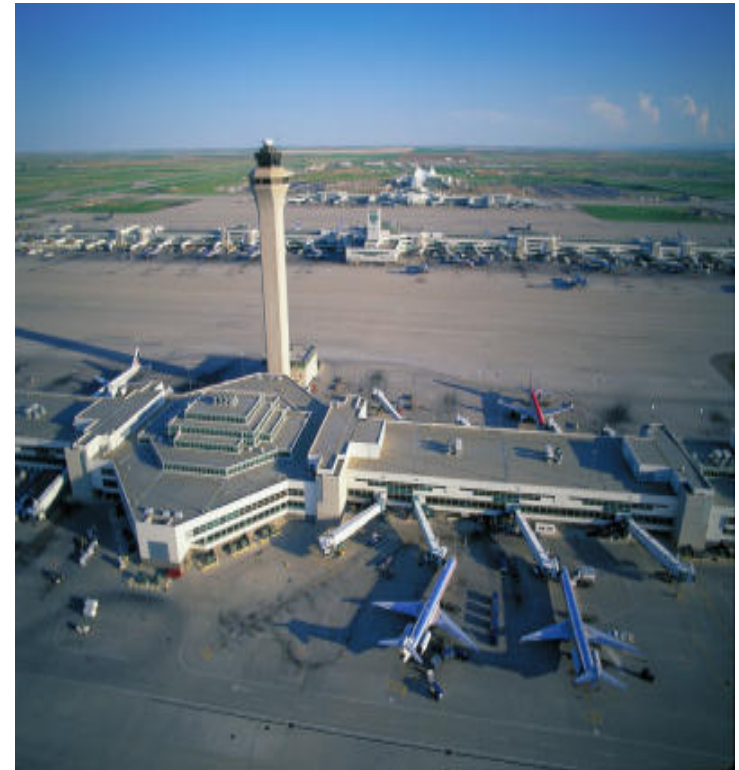


# Travel Security and Awareness

## Departure and Arrival



- Keep your luggage with you whilst waiting for a taxi / transport in the hotel lobby. If using the hotel porter, always retain travel documents, laptops and other personal possessions yourself.
- As laptop computers are especially attractive to thieves, ensure they are concealed or take particular care of them. Always ensure your laptop is password protected to prevent unauthorised access.
- **Female personnel should consider requesting an escort if they are travelling alone.** (Muslim countries)



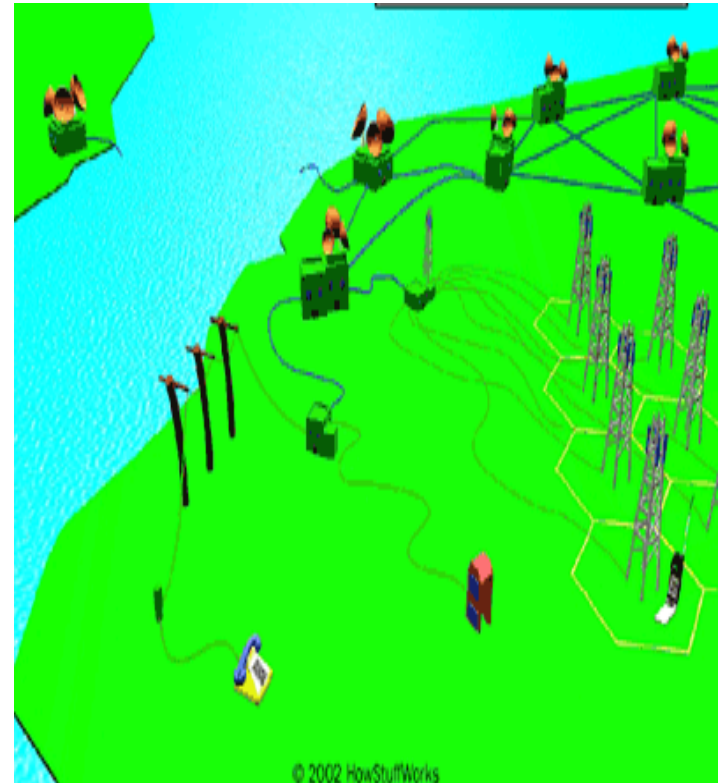
# Travel Preparation - Money



- Always carry just enough money for your immediate needs.
- Consider using a body wallet with a small amount of money for emergency purposes.
- When using Automatic Teller Machines (ATM) do so during daylight hours and, at busy areas such as a shopping centre. Always ensure that no one is nearby or watching you.
- **Do not take credit or other cards, which you will not use during your trip.**

# Travel Preparation - Communications

- **If using a mobile phone whilst travelling, ensure that the phones capabilities are sufficient for the task. Phones that are not tri-band or quad-band will be unlikely to receive / make calls in countries other than those in Europe.**
- **Ensure that your mobile phone operator has service provisions at the destination and, contract or prepay conditions do not prohibit you making or receiving calls at your destination or whilst travelling.**
- **Ensure you take your phone charge and appropriate adaptor with you. Consider purchasing a spare battery and keep it fully charged.**



# Medical - Flu and Personal Hygiene

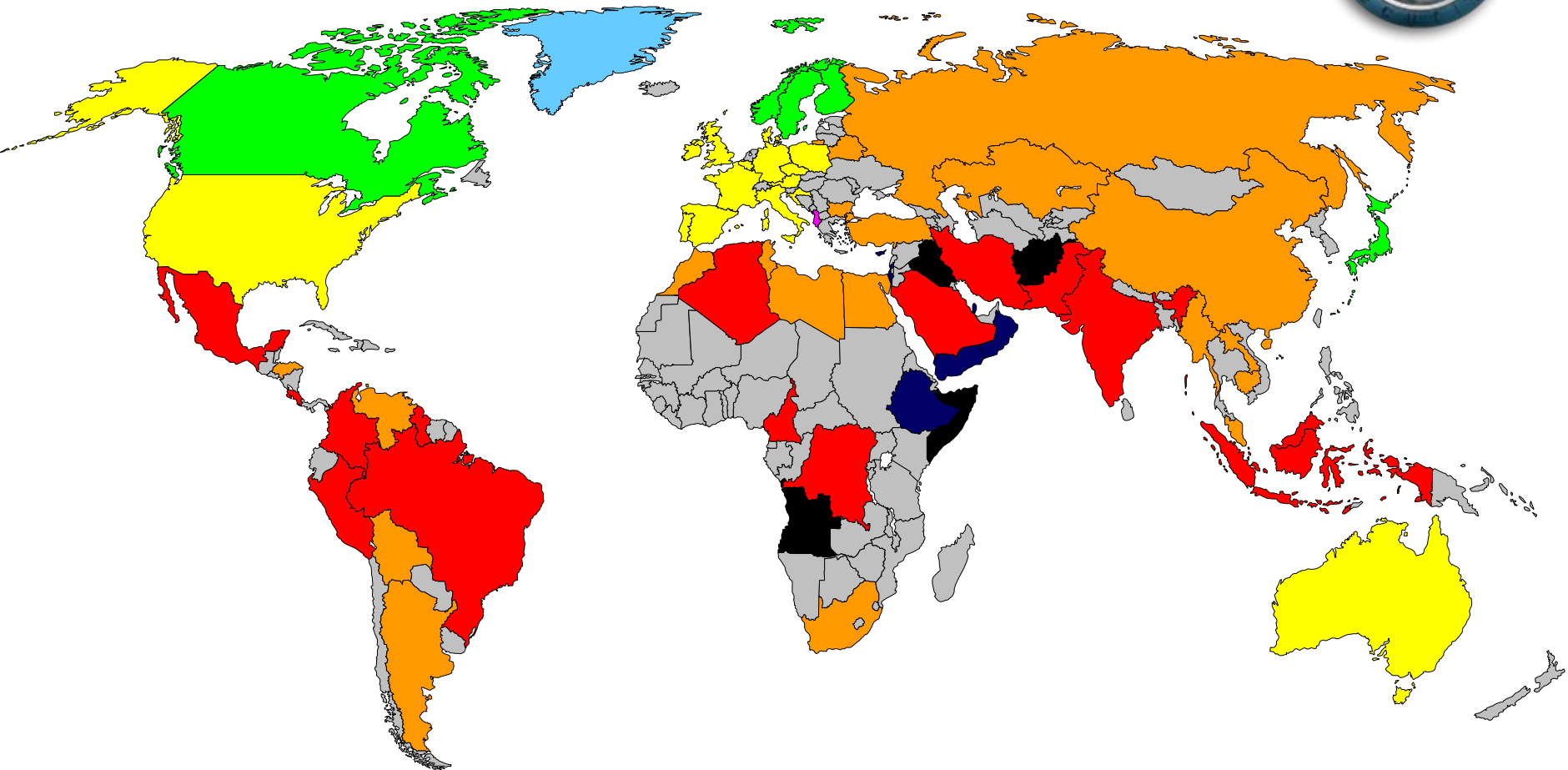


- Always use a tissue to cover the nose and mouth when coughing or sneezing.
- Dispose of used tissues in the nearest receptacle and wash your hands.
- In public areas try to sit at least 3 feet from people who are coughing or sneezing.
- Wash hands before, and after preparing food and before eating.
- Wash hands after using the toilet, after touching animals and whenever engaged in "dirty" tasks.
- Generally ensure you maintain the highest possible levels of personal hygiene.

# Genzyme Security Service Center



# REGIONAL THREAT OVERVIEW



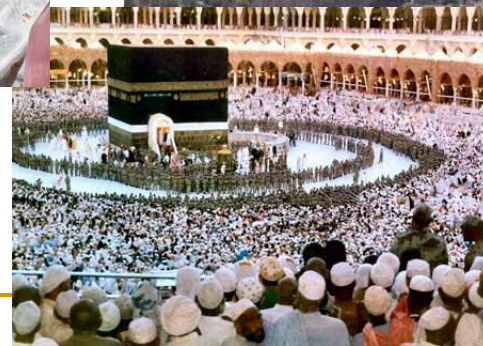
- Middle East- War, Terrorism, Kidnapping
- Central/South America- (Mexico, Brazil) Kidnapping

# Culture Shock



## Different Countries Have Different

- Manners
- Customs
- Behavior
- Values
- Religion
- Laws
- Language
- Government



# Security Policies and Plans



- Robbery
- Extortion
- Firearms Attack
- Kidnapping
- Terrorist attack
- Suspicious Mail and Package
- Bomb Threat
- Civil Unrest
- Earthquake
- War



Photo © David Rubinger

# Travel Security

Evacuation of the V-ce President and his family to the Cyprus



# Jordan, Amman 2005

## Egypt, Taba 2004



- The **2005 Amman bombings** were a series of coordinated bomb attacks on three hotels in Amman, Jordan, on November 9, 2005. The attacks killed 60 people and injured 115 others. The explosions—at the Grand Hyatt Hotel, the Radisson SAS Hotel, and the Days Inn—started at around 20:50 local time (18:50 UTC) at the Grand Hyatt. [1][2] The three hotels are often frequented by foreign diplomats. The bomb at the Radisson SAS exploded in the Philadelphia Ballroom, where a wedding hosting hundreds of guests was taking place
- A total of 32 people were killed in Thursday night's (Oct 7) terror attacks on two Sinai holiday resorts frequented by Israelis: 29 at the Taba Hilton and three at Ras a-Satan. Twelve Israelis were killed and over 120 wounded. Also identified among the dead were Russian, Egyptian and Italian citizens



# Incidents - Crowd Disorder or Political Rallies



Oslo Jan 2009



Bangkok Nov 2008

- If possible, alter your route to avoid the incident.
- If that has not been possible, leave the area immediately.
- Do not watch nor draw attention to yourself.
- Find a place of safety and present yourself to a person of authority and ask for help to leave the area.

Athens 2008



# Questions

- Grzegorz Brzoskowski

